

**MEMBER AND BENEFIT SERVICES BRANCH  
PERFORMANCE MEASURES SUMMARY  
1st Quarter 2008-09**

**STRATEGIC GOALS**

*II. Foster a work environment that values quality, respect, diversity, integrity, openness, communication and accountability.*

*III. Sustain a high performance culture utilizing staff development, technology and Internal Capacity Innovative leadership and management strategies.*

	Measure	Q1 08	Q2 08	Q3 08	Q4 08	Q1 09
B-1	Percent of telephone inquiries closed at initial point of contact.	●	●	●	●	●

**STRATEGIC GOAL**

*V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*

	Measures	Q1 08	Q2 08	Q3 08	Q4 08	Q1 09
B-2	Answer before caller abandons call, due to wait time.	●	●	●	●	●
B-3	The length of time the callers wait for an agent after leaving the IVR system and entering the queue.	●	●	●	●	●
B-4	Receive overall customer satisfaction rating for the Interactive Voice Response (IVR) system.	●	●	●	●	●
B-5	Establish customer satisfaction rating.	●	●	●	●	●

**STRATEGIC GOAL**

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*

	Measures	Q1 08	Q2 08	Q3 08	Q4 08	Q1 09
B-6	Percent of service credit cost requests completed, compared to the number received.	●	●	●	●	●
B-7	Percent of service credit cost requests completed within 90 days of receipt.	●	●	●	●	●
B-8	Percent of service credit elections completed, compared to the number received.	●	●	●	●	●
B-9	Percent of service credit elections processed within 30 days of receipt.	●	●	●	●	●
B-10	Percent of workable estimates completed within 5 days of receipt.	●	●	●	●	●
B-11	Percent of workable estimates completed within 30 days of receipt.	●	●	●	●	●

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**STRATEGIC GOALS**

*V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*

*VI. Administer pension benefit services in a customer oriented and cost effective manner.*

	<b>Measures</b>	<b>Q1 08</b>	<b>Q2 08</b>	<b>Q3 08</b>	<b>Q4 08</b>	<b>Q1 09</b>
<b>B-12</b>	<i>Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.</i>	●	●	●	●	●
<b>B-13</b>	<i>Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.</i>	●	●	●	●	●
<b>B-14</b>	<i>Percent of pre-retirement death benefit claims paid within 45 days of receipt of last required documents.</i>	●	●	●	●	●
<b>B-15</b>	<i>Percent of post-retirement death benefit claims paid within 45 days of receipt of last required documents.</i>	●	●	●	●	●
<b>B-16</b>	<i>Percent of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.</i>	●	●	●	●	●
<b>B-17</b>	<i>Percent of disability determinations made regarding approval or disapproval within 6 months of receipt of application.</i>	●	●	●	●	●
<b>B-18</b>	<i>Percent of first disability payment made within 30 days of effective date or approval.</i>	●	●	●	●	●